

# NETWORK MANAGER REPORT

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AUGUST 2003

SUBMITTED BY Winn McInnis, General Manager

## OVERVIEW

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### Marketing/Operations

August was a demanding month for the Alabama Interactive staff, but the progress made proved that the team is up to the challenge. The roll-out of electronic hunting and fishing licensure, coupled with the production of three additional services brought satisfaction to the staff and our partner agencies. We look forward to continuing the momentum through the fall and into the new year.

Highlights during the month were:

- The Internet hunting and fishing license sales were met with excitement from potential customers. Attendees of the Buckmasters Expo responded very well and within five days of the expo, more than 130 transactions had been completed. For the month of August, more than 600 transactions were completed. We expect that with these numbers to climb with media attention, following Department of Conservation and Natural Resources' approval of expanded release of the application.
- Online license sales will be promoted in the fall issue of the Alabama Wildlife Federation's magazine. The Federation approached the Department of Conservation and Natural Resources about promoting the service and the Department of Conservation and Natural Resources provided the "Open Season on Mice" advertisement.
- Point-of-Sale licensure is proving very successful in Wal-Mart stores across the state of Alabama. More than 1500 licenses were sold in August using the electronic system. Several other large license agents have expressed interest, including Mark's Outdoors and Academy Sports.
- The Department of Conservation and Natural Resources Education and Information division has requested online enrollment in their "Outdoor Woman" programs.
- The Alabama Real Estate Commission educator's renewal application went live this month. This renewal must be completed online.
- The Board of Pardons and Paroles' online service is back on track. We have received the data in "Web Service" form from the Administrative Office of Courts.
- Online services provided via Alabama.gov were promoted in a Central Alabama Business Journal. The article gave a high-level explanation of Alabama Interactive's relationship with the state and eGovernment.
- The Alabama State Bar has requested some changes to their application. The application is set to test on September 15, 2003.
- The Alabama Board of Nursing released its Licensed Practical Nurses renewal application. This will be the first online renewal cycle for LPNs. Nationally, this group is generally considered low -adopters. We look forward to this Alabama group to prove the statistics wrong.

- The Alabama Home Builders Licensure Board requested that we make a presentation regarding online license renewal at the Board's monthly meeting. We were met with positive feedback from Board members and staff. We expect to provide licensure for this group in their next renewal period.
- The Department of Conservation and Natural Resources asked that we co-present the electronic Point-of-Sale licensing system to the Northern Region's Chief Probate Clerks Meeting. The service was met with enthusiasm and many of the clerks seemed excited about converting to the system in October.

## **Development**

Alabama Department of Environmental Management's Phase II Storm-water permitting application is awaiting final changes from the partner. This service gives companies and government agencies the ability to notify ADEM if their construction plans might contaminate a water source.

ABN has requested an application called Data Download to allow potential employers, marketing companies and the like, the opportunity to download mailing labels for ABN's licensed professionals. The users download a compressed (.zip) file containing all relevant nurses. This application is currently in partner testing.

Due to the success of the Alabama Department of Conservation and Natural Resources Hunting and Fishing Licensing Point-of-Service application we are in the process of upgrading the server that runs this application to increase the number of processors and the amount of memory it has.

Development is almost complete on an application for the Alabama Public Service Commission. This application will allow for the online submittal of Supplemental Form (RS-2), allowing the user to add a state or vehicle to their motor carrier authority.

Alabama Board of Pardons and Paroles on-line payment and reporting application is near completion. This application will allow a person of certain classifications to report and file due amounts online rather than in the offices of probation officers. This application has been delayed waiting on agency data. The Administrative Office of Courts has provided us data, but we have not finalized how they would like to receive data.

Development has begun on the Marriage and Family Therapists License Renewal. This application will allow Marriage and Family Therapists to renew their licenses online. The implementation date for this application is October 1<sup>st</sup>.

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## PROJECT REPORT

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### COMPLETED!

Agency	Application	Description	Status
Alabama State Banking Department	Renewal of License	This application will allow lenders and pawn brokers to renew their license.	This application is complete and in production.
Alabama Board of Chiropractic Examiners	Renewal of License	This application allows the renewal of licenses and fee payment, online.	This application is complete and in production.
Alabama Board of Chiropractic Examiners	Licensee Verification	This application allows other states, firms, etc. to verify the license and disciplinary status of a chiropractor.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Online Hunting and Fishing Licenses	This application allows users to select from available permits and purchase them online.	This application is complete and in production.
Alabama Department of Conservation and Natural Resources	Hunting and Fishing Licenses/POS	This application allows licensing agents to sell hunting and fishing privileges through an electronic interface.	This application is complete and in production.
Alabama Department of Insurance	Merchant Services	This service allows agents to pay via credit card for licenses renewed online.	This application is complete and in production.
Alabama Board of Nursing	Renewal of Nursing Licenses	This application allows nurses to renew their license online. They can also change their address and personal information.	This application is complete and in production.
Alabama Board of Nursing	Reactivation of Nursing Licenses	This application allows nurses to reactivate their license online.	This application is complete and in production.
Alabama Board of Nursing	Reinstatement of Nursing Licenses	This application allows nurses to reinstate their license online.	This application is complete and in production.

Alabama Board of Nursing	Name and Address Change	This application allows nurses to change their name and address.	This application is complete and in production.
Alabama Board of Nursing	LPN Renewal	This application allows LPNs to renew their license	This application is complete and in production.
Alabama Department of Public Safety	Electronic Access to Motor Vehicle Records	This application provides electronic access to certain drivers' records.	This application is complete and in production.
Alabama Real Estate Commission	Renewal of Real Estate Licenses	This application allows for the renewal of licenses online, by real estate agents, realtors and brokers.	This application is complete and in production.
Alabama Real Estate Commission	Broker/Agent Certification	This application allows for the certification and verification of licensed agents/brokers in the state.	This application is complete and in production.
Alabama Real Estate Commission	Instructor License Renewal	This application allows licensed instructors to renew their license online.	This application is complete and in production.
Department of Revenue	Sales, Use and Lodging Tax Filings	This application allows Alabama businesses to report and pay sales, use and lodging taxes online.	This application is complete and in production.
Alabama Department of Revenue	Refund Status for Individual Income Tax	This application allows for users to check the status of their individual income tax filings online, 24/7.	This application is complete and in production.
Alabama Secretary of State	UCC (Uniform Commercial Code) Filings	This application allows business entities to file their UCC filings with the Secretary of State through the Internet. The application will accept credit card payment of the filing fee and automatically calculate the appropriate charge.	Production date is on hold pending final approval by the Secretary of State.
Secretary of State	Merchant Services	This will allow the SOS to use our Merchant Service Agreement and Payment Portal to accept and transfer funds.	This application is complete and in production.

**IN TESTING.....**

<b>Agency</b>	<b>Application</b>	<b>Description</b>	<b>Status</b>	<b>Target Date</b>
Alabama State Bar	Membership Renewal	This application allows existing Bar members to renew their membership online.	Application modifications are being made based on ASB testing.	September 15, 2003
Alabama Department of Finance, Office of the CIO	Alabama State Portal	Redesign of the Alabama State Portal, Alabama.gov.	This service is pending approval by the CIO.	September 2003
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	The agency is in testing of this service.	September 2003
Alabama Board of Nursing	Licensee database search and download	This application allows hospitals, insurance companies, etc. to download the nursing roster	This application is pending final approval.	September 2003

**IN DEVELOPMENT . . .**

<b>Agency</b>	<b>Application</b>	<b>Description</b>	<b>Status</b>	<b>Target Date</b>
Alabama Department of Conservation and Natural Resources	Probate Court Point of Sale Hunting and Fishing Licenses	This application will allow probate courts and licensing commissioners to sell hunting and fishing licenses using an electronic system.	In development.	October 2003
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application is in the specification-gathering stage.	November 2003
Alabama Department of Environmental Management	Waste-Water Operator's license renewal	This application allows waste-water treatment operators to renew their license online.	In development.	October 2003

Alabama Department of Insurance	Merchant Services for Provider Renewals	This service will allow for payment of provider licenses.	In development.	October 2003
Alabama State Motor Pool	Fleet vehicle reservation	This service will allow state employees to reserve fleet vehicles for state business	In development.	December 2003
Alabama Board of Marriage and Family Therapists	License Renewals	This service will allow licensed therapists to renew their license online.	In development.	October 2003
Alabama Board of Nursing	License Verification for individuals	This service allows nurses to request official verification of licensure.	In development.	September 2003
Alabama Board of Nursing	License verification and disciplinary status-Subscriber	This application will allow hospitals, insurance companies, etc. to verify a nurse's license status and receive notification of disciplinary and/or legal actions.	In development. A fee schedule must be approved by the Board of Nursing.	January 2004
Alabama Board of Pardons and Parole	Payment of Parole and Restitution Cost	This application will allow parolees to pay restitution fees online.	In development. Pending data from the agency.	October 2003
Alabama Public Service Commission	Supplemental Motor Carrier Authorization	This application allows persons who are paid to carry cargo intrastate to apply online for authorization.	In development.	September 2003
Alabama Real Estate Commission	Address Change	This application allows for the changing or updating of addresses and personal information.	This application is on hold pending AREC's database upgrades.	October 2003

Alabama Department of Revenue	Personalized License Plate Reservation	This application will allow users to temporarily reserve a personalized license plate.	Scope of Work has been approved.	November 2003
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## IN PLANNING AND CONSIDERATION

The following are agencies with which we have begun initial discussions or with which we would like the Committee's assistance with introductions, etc.

- Administrative Office of Courts- Payment of Court Costs, fees and fines
- Alabama Department of Public Health, Center for Health Statistics- vital records
- Alabama Department of Public Safety- limited criminal histories, driver's license renewal, name and address change
- Alabama Department of Corrections, Prison Industries- Shopping Cart
- Alabama Alcoholic Beverage Commission- online licensure, shopping cart for licensed vendors
- Alabama Executive Branch Agencies- Alabama Official Meeting Calendar
- Alabama Department of Revenue- Motor Vehicles Division
- Alabama Department of Industrial Relations
- Alabama State Legislature, Public Information Offices- Lobbyist-In-A-Box

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## SERVICE REQUEST

### **Service Request #38**

Alabama Department of Conservation and Natural Resources, "Outdoor Woman" Enrollment

Alabama Interactive requests and recommends this service for the Alabama Department of Conservation and Natural Resources is added to the network as a **charge** service.

Development of the Alabama Interactive Outdoor Woman enrollment service is at no cost to the Department of Conservation and Natural Resources.

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## OPERATIONS & ADMINISTRATION

Please join us in welcoming Colette Kelley to the Alabama Interactive team. She will be managing the state portal and serving as a graphic artist, assisting with development of marketing materials and other artwork and layout. Colette comes to us from the Utah Interactive, NIC's Utah subsidiary.



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## **OTHER BUSINESS/IN CLOSING**

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August was another exciting and productive month. Our development efforts of the hunting and fishing licensing applications have proven very beneficial with more than 2000 transactions being completed in only a few weeks. Our project queue for the fall is ever-growing and our expectation is to produce more than ten applications before the holiday season.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

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Respectfully Submitted,  
Winn McInnis